



## **Scripts for One Call Now Appointment Notifications**

### **Future Appointment Phone Script**

*We look forward to seeing <Participant name> at <Clinic Name> on <Date> at <Time>. Please be certain to arrive on time. If you have any questions or need to reschedule please call our office at <Clinic Phone>. Thank you.*

### **Future Appointment Text Script**

*We look forward to seeing <Participant name> at <Clinic Name> on <Date> at <Time>. Please call <Clinic Phone> with questions.*

### **Future Appointment Initial Certification Text Script**

*Your family has an appointment at <Clinic Name> on <Date> @ <Time>. Please Bring ID/Address/Income proof. Questions call <Clinic Phone>.*

### **Future Appointment Initial Certification Phone Script**

*We look forward to seeing your family on <Date> at <Time>. Please bring proof of ID, proof of address and proof of all household income. If you have any questions please call our office at <Clinic Phone >.*

### **Missed Appointment Text Script**

*This is <Clinic Name>. <Participant Name> missed their appointment. Call our office at <Clinic Phone> to reschedule. Thanks.*

### **Missed Appointment Phone Message**

*This is the <Clinic Name>. Someone missed their WIC appointment. To avoid losing benefits please call <Clinic Phone> as soon as possible to reschedule your appointment. Thank you.*

### **Notification of Expiring Farm Direct Benefits Text Script**

*This is <Clinic Name>. Your FMNP benefits expire on Sept. 30, please use them ASAP. Questions call <Clinic Phone>.*

**Notification of Expiring Farm Direct Benefits Phone Script**

*Hello, this is <Clinic Name>. Your FMNP benefits expire on September 30, if you have not already, please use them with an authorized farmer as soon as possible. If you have any questions, please call <Clinic Phone>.*